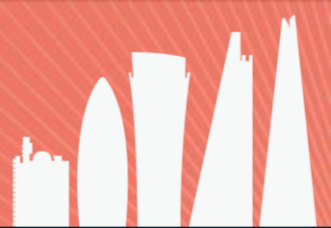


IF9 Chapter 1



Ensure you are fully confident in these areas before moving on...

Checklist

- Understand the importance of customer service, including the key areas: consumer awareness, customer expectations and competition.
- Understand the six main components of the insurance market (buyers, insurers, intermediaries, aggregators, reinsurers and suppliers).
- Understand the different types of company, such as proprietary companies, mutual companies, captives and reinsurers.
- Appreciate the various distribution channels, both direct and indirect, including aggregators, schemes and delegated authority.
- Understand the features of good faith, including the duties under the Consumer Insurance (Disclosure and Representations) Act 2012 and the duties under the Insurance Act 2015.
- Be familiar with the various methods of obtaining material information.

